



**DIVISION OF RESOURCES AND SUPPORT SERVICES
STATEWIDE STUDENT MANAGEMENT SYSTEM NEWSLETTER**

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Phase II school districts have begun the implementation of the SSMS software. Training for database administrators and for scheduling started the week of January 24th and will run through April 11th. Phase I districts will be receiving follow-up training for scheduling also. Web-exercise sessions were also conducted to give the database administrator a jump start on expected responsibilities. The next wave of training will begin April 11th. These sessions will focus on attendance and the gradebook portal. Phase II districts will be contacted regarding the date, time, and location of their training. Upcoming events may also be reviewed in the "Welcome Packet" documents.

The data conversion process for the Phase II districts is underway. Test conversion files are being collected. Conference calls are being conducted. Phase II districts not currently scheduled for a conference call will be contacted by the SDE.

We are in the process of developing and deploying our new Help Desk procedures. When deployed, we will have support 365 days per year, 24 hours per day, 7 days per week. It is our intent to use this enhanced Help Desk process to serve SSMS, EIS, and all other technology-based applications/solutions as we move forward. More specific information will be provided to you over the next few weeks.

The build out of our new High Availability architecture in the State Data Center is underway. The database for the Staging side is built. We are on schedule for an April deployment of the new Staging area. The Production side of this architecture will be deployed in June. This environment will give us improved performance.

Work on our state-assigned unique student identifier and de-duplication process is underway. We are planning to have this developed and implemented to begin the 2005-2006 school year. Details about this critical component of our data reporting and collection efforts will be presented to you in the coming weeks and months.

We are continuing to work with ENA to enhance our existing network and provide the services necessary for redundancy and capacity. A number of improvements are planned for the next few months.

In the very near future, we will begin setting up Regional SSMS Groups to share ideas and help resolve issues. By leveraging the collective experiences of our district personnel, we can improve the SSMS implementation process. Further, we can benefit from lessons learned. In developing these Groups, we plan to use multiple communication strategies including webcasts, email, and regional meetings.

Once again, I extend my most sincere thanks to you all for helping make the SSMS project a success. We really appreciate your patience and dedication in this effort. While we have a lot of work left to do, we have made tremendous progress. Your continued support and assistance will help us keep the momentum necessary to accomplish this mission.

Most importantly, thank you for all that you do every day for the children of Tennessee.

Dr. Timothy K. Webb, Assistant Commissioner